

Attachment 10
Sample Customer Bill

Account Number: [REDACTED]
Telephone Number: [REDACTED]
Invoice Number: [REDACTED]
Invoice Date: 08/16/02
Page 1 of 4



Thank you for choosing Talk America -
We value you as a customer!

Have a question? Get your answer online!
Go to <http://www.talk.com>
or e-mail us at cs@talk.com!

Need to talk to a Rep?
Call us at 1-800-291-9699

----- IMPORTANT MESSAGES -----

If you have a question or complaint about your bill
call 1-800-291-9699 or write to 2704 US 19-A N,
Palm Harbor, FL 34683, PRIOR to the due date
shown on the bill.

We appreciate and value your business.

Account Summary

From Last Bill

Previous Balance	\$57.23
Payment Received	\$57.23
Balance	\$0.00

Current Charges

Invoice Date	08/16/02
Current Charges (For bill period ending 09/15/2002)	\$54.16

Total Amount Due by 09/16/02:	\$54.16
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Your Savings Program

Talk America - UNITED PLAN (215-289-6282)	\$34.95
Free Calls To Talk Customers (215-289-6282)	Included
Usage Summary	\$5.15
Regulatory Surcharges	\$6.23
Taxes	\$7.83



2704 ALTERNATE 19
PALM HARBOR FL 34683-2639

0032226949
6100 0010 LK RP 26 05232 20020827 NNNNNNN

PHILADELPHIA PA 19149-2754

191492754198

Note changes on reverse side

☐ Check here for new
billing address

☐ Check here to pay by
credit card

Payment Coupon

Account Number: 0032226949 - 1
Invoice Number: 0189192359

Total Charges	Due Date
\$0.00	09/16/02

Total Amount Paid:

Thank you for your automated payment
Please do not send payment

00322269491000054168018919235918



Account Number: [REDACTED]
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Glossary of Taxes and Charges

- **911 Tax**- A tax or surcharge imposed on telecommunications users to fund local 911 emergency systems.
- **Business and Occupation (B&O) Tax**- A privilege tax imposed on a company for the privilege of doing business in the taxing jurisdiction.
- **District Tax**- A tax imposed for the privilege of making sales within a special district (e.g., a rapid transit authority, school district, development zone, etc.)
- **Common Line Charge**- A fee that allows local telephone companies to recover part of the costs of completing long distance calls on their networks.
- **Federal Excise Tax**- A tax imposed on consumers for the privilege of using taxable telecommunication services, including all local and long distance services (both intrastate and interstate) as well as all surcharges. Private communication services, installation charges and some services for resale are not taxed.
- **License Tax**- A tax levied on the service provider for the privilege of soliciting and conducting business in a jurisdiction. Generally, a license tax is a flat annual fee, but in some cases is measured by gross receipts.
- **Local Number Portability Charge**- A fee that allows local telephone companies to recover the costs associated with implementing Local Number Portability (LNP), which allows consumers to keep the same telephone number when changing local telephone companies.
- **Local Connect Surcharge**- This fee allows long distance companies to recover costs for originating and terminating long distance calls through the networks of local telephone companies.
- **PUC Tax**- A charge imposed on users of regulated services, which is used to finance operational costs of the regulatory body (e.g., the state PUC or PSC).
- **Sales Tax**- A tax imposed for the privilege of making sales of products.
- **Service Tax**- A tax imposed for the privilege of making sales of services.
- **Special Tax**- A generic category of tax that varies from state to state. Customers can call their Public Utilities Commission or state Department of Revenue for details of their state if needed.
- **Statutory Gross Receipts Tax**- A tax for the privilege of doing business in the state measured by gross receipts received from business undertaken in the same state.
- **Telecommunications Relay Service Surcharge**- A fee assessed to recover the Company's costs of contributing to a federal fund that recovers from carriers the costs of providing interstate Telecommunications Relay Service ("TRS"), a telephone transmission service that allows individuals with hearing and/or speech impairments to use the telephone.
- **Telephone Sales Tax**- A tax specifically imposed on telecommunication services. This tax is different and separate from the standard sales tax, which applies to goods and services. Many states also impose their standard sales tax to telecommunication services in lieu of a telephone sales tax.
- **Universal Service Fund (USF) Surcharge**- A fee assessed to recover the Company's costs of contributing to the Federal Universal Service Fund, which is a fund mandated by federal law and established by the FCC to ensure the delivery of affordable telecommunications services to all citizens, including low-income consumers, eligible schools and libraries, and rural health care providers.
- **Utility Users Tax**- A tax imposed on the consumer for using a utility (telecommunication) service. The tax is commonly a percentage of the amount billed to each customer for the service.

Note: All taxes and charges listed above vary from customer location, calling plan and other factors and may not apply to your telephone bill. For more information about your phone bill, visit us on the web at www.talk.com.

Returned checks are subject to a service charge of \$20 or the maximum allowed by law. Collection costs and all penalties permitted by law will also be assessed. We may electronically collect returned checks, service charges and other applicable charges.

A \$2.00 discount has been applied for customers who keep Talk America as their long distance carrier. Should you change your long distance carrier away from Talk America, you will be charged an additional \$2 fee each month.

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052320292700W

Upgrade to Credit Card Billing!

Add your credit card information below to pay this invoice and future invoices. Please check the box on the other side to notify us that this change has been made.

Credit Card Number: _____

Expiration Date: ____/____/____
MO YR

Signature: _____

Type: ☐ Visa ☐ Mastercard ☐ AMEX ☐ Discover

New Billing Address?

Please print only new billing address information below and check box on other side.

New Address: _____

City: _____ State: _____ Zip: _____

Phone: (____) _____ E-mail: _____

Account Number: [REDACTED]
 Telephone Number: [REDACTED]
 Invoice Number: 0189192359
 Invoice Date: 08/16/02
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Have a Question?

Go online and you will find an extensive service area to answer most of your local and long distance questions.



Top Ten Numbers!

Do you want to see the phone numbers you called most? Sort your call detail by Top Ten Numbers Called online!



Directory Services

Click the 'Products' tab on the Talk America website to access Yellow Pages and White Pages online.

Regulatory Surcharges

Common Line Charge (215-289-6282)	\$6.00
Local Number Portability Surcharge (215-289-6282)	\$0.23
Total Regulatory Surcharges:	\$6.23

Taxes

Fed Telecommunications Relay Service (Fed)	\$0.00
Fed USF Combined High Cost and School (Fed)	\$1.17
Federal Excise Tax (Fed)	\$1.47
P.U.C. Fee (State)	\$0.07
Sales Tax (Local)	\$0.48
Sales Tax (State)	\$2.84
Statutory Gross Receipts (State)	\$1.80
Total Taxes:	\$7.83

Usage Summary

Interstate	\$4.20
Intralata	\$0.00
Local (216 Calls, 1293 Minutes)	\$0.00
National Directory Assistance (1 Calls)	\$0.95
Total Usage Summary:	\$5.15

Call Records Included In Calling Plan

DATE	TIME	NUMBER	CITY	STATE	MINUTES	RATE
08/14	14:54p	[REDACTED]	LANSDALE	PA	1.0	FREE
08/14	14:55p	[REDACTED]	LANSDALE	PA	5.0	FREE
Total Minutes:					6.0	Cost: \$0.00

Monthly Call Detail: Calls From Number (215) 289-6282

INTERSTATE

DATE	TIME	NUMBER	CITY	STATE	MINUTES	CHARGES
07/16	14:51p	[REDACTED]	PLEASANTVL	NJ	20.0	\$1.00
07/17	13:38p	[REDACTED]	ATLNTIC CY	NJ	2.0	\$0.10
07/18	01:35a	[REDACTED]	FLEMINGTON	NJ	2.0	\$0.10
07/27	00:08a	[REDACTED]	FLEMINGTON	NJ	1.0	\$0.05
07/30	14:51p	[REDACTED]	FRATT	TX	1.0	\$0.05
07/30	16:07p	[REDACTED]	MOORESTOWNNJ		11.0	\$0.55
07/30	16:23p	[REDACTED]	ORADELL	NJ	4.0	\$0.20
07/30	22:20p	[REDACTED]	TRENTON	NJ	1.0	\$0.05
07/30	22:29p	[REDACTED]	TRENTON	NJ	1.0	\$0.05
07/31	12:23p	[REDACTED]	ORADELL	NJ	3.0	\$0.15
08/08	12:13p	[REDACTED]	MOORESTOWNNJ		2.0	\$0.10
08/09	23:56p	[REDACTED]	FLEMINGTON	NJ	1.0	\$0.05
08/10	00:23a	[REDACTED]	NEW YORK	NY	1.0	\$0.05



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INTERSTATE (continued)

DATE	TIME	NUMBER	CITY	STATE	MINUTES	CHARGES
08/10	22:41p	[REDACTED]	TRENTON	NJ	1.0	\$0.05
08/12	21:20p	[REDACTED]	MOORESTOWN	NJ	32.0	\$1.60
08/12	22:50p	[REDACTED]	WILDWOOD	NJ	1.0	\$0.05
Calls: 16					84.0	\$4.20
Totals for (215) 289-6282			Calls: 16		84.0	\$4.20
Grand Totals			Calls: 16		84.0	\$4.20

- END -

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